

## **Privacy and cookies statement**

Effective: january 01, 2023

GARFLO INC, owns and operates a service that enables users to research, locate, and book travel experiences globally. In this Statement, we collectively refer to these services as our "Services."

The information that you and others entrust to us enhances our ability to provide more relevant, personalized, and valuable Services. We acknowledge that sharing your personal information with us is based on trust. We take your trust in us seriously and are committed to providing you with helpful information, products, and Services tailored to the information you have shared. Equally, and perhaps more importantly, we are dedicated to respecting your privacy when you visit our website or use our Services and being transparent about how we utilize the information you have entrusted to us. Please carefully review this privacy and cookies statement ("Statement") to familiarize yourself with our privacy practices.

This Statement outlines how we acquire, use, and process your information in a manner that is easily understandable and transparent. It informs you of your rights, how you can exercise them, and how to contact us. Please review this Statement thoroughly to understand our practices regarding information and privacy. By accessing our website and mobile application, whether through a computer, phone, tablet, or similar device (referred to as a "Device"), you acknowledge and confirm that you have read this Statement.

We offer our Services to users in various countries and territories with differing laws and customs. This Statement provides a general overview of our privacy practices. Additionally, section 12 of this Statement provides specific information relevant to users residing in

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## 1.- Collection and Processing of Information

When you access or utilize our Services, we collect and process information from and about you to provide a more personalized and relevant experience. Some information is collected passively, such as through our servers, cookies, or similar tracking technologies. We also gather information from various sources, including yourself, affiliated entities, business partners, and independent third-party sources. When you use our Services by "clicking-through" from a third-party website or visit third-party websites through our Services, those websites may share information about your usage with us. Any information received from third-party websites may be combined with the information you provide. The collected information may include the following:

- ◇ Contact information, including name, phone number, and postal and email addresses (both hashed and unhashed)
- ◇ Billing and payment details (e.g., bank account information, credit card number, cardholder name, expiration date, authentication code, and billing address)
- ◇ Documentation supporting travel and planning, including identity verification documents (if provided by you)
- ◇ Username and password
- ◇ Photos, reviews, social media posts, and videos you have shared with us
- ◇ Geolocation information
- ◇ Device information, such as access times, IP address, software or internet browser used, preferred languages, unique device identifiers, and advertising identifiers
- ◇ Online activity, including visited pages, reviewed content, and reviewed apps
- ◇ Purchase and booking history
- ◇ Information about your travel plans and preferences
- ◇ Communications with our customer service team, including inbound and outbound calls
- ◇ Information you have provided to third-party companies for social media platform logins, including publicly available information like name, age range, and email addresses

In instances where you have provided it, we may also collect information about other travelers, including their email addresses and other travel-related details. If you share information about other individuals, you must obtain their consent and ensure they understand and accept how we will use their personal information as described in this Statement.

Additionally, apart from the aforementioned categories, we may collect certain location information if you have authorized your device to share such information through its privacy settings or if you have uploaded photos tagged with location information.

## 2.- Use and Purpose of Information

We strive to provide you with relevant content and a personalized experience when using our Services. We utilize information about you in the following ways:

### Registration and Contracts:

- ◇ Register and manage your account to grant you access to and use of our Services.
- ◇ Facilitate your bookings.
- ◇ Process payments or credits.
- ◇ Offer promotional opportunities, including competitions, gift cards, rewards, cashback, and discounts.

### Improving our Services:

- ◇ Utilize your information for analytical purposes to enhance our Services.
- ◇ Provide you with a tailored and optimized experience based on usage, interests, and demographics.
- ◇ Send you survey or market research invitations.

### Individualization and Customization:

- ◇ Notify you about special offers, prize draws, competitions, and Services available from us, our affiliates, or partners that may be of interest to you.
- ◇ Customize your experience by making inferences about your interests and preferences based on your activity and personalize the advertisements displayed on and off our website.

### Communication:

- ◇ Communicate with you or facilitate communication between you, our partners, and/or affiliates.
- ◇ Conduct, monitor, and record your calls or interactions with us, such as customer service or sales inquiries.
- ◇ Host your reviews, ratings, photos, videos, and other content.
- ◇ Customize your experience, including personalized advertisements on and off our website.
- ◇ Respond to your questions and comments.

### Legal Compliance:

- ◇ Resolve disputes or troubleshoot problems.
- ◇ Prevent fraud and other potentially prohibited or unlawful activities.

- ◇ Comply with relevant laws, respond to legal requests, prevent harm, and protect our rights, the rights of other users, and third parties.
- ◇ Provide payment services, including the detection and prevention of money laundering, fraud, and security incidents, complying with legal obligations, and enforcing payment terms of service.

Please note that if we employ automated decision-making in processing your personal information, we will implement appropriate measures to safeguard your rights and freedoms, including your right to obtain human intervention.

### 3.- Sharing of Information

To provide certain aspects of our Services, we may need to share information with specific third parties, including our group of companies, under the following circumstances:

- ◇ **Our Group of Companies:** We share information with companies within our corporate family to provide you with information about travel-related and other products and services that may interest you. This sharing also helps us understand how you interact with the websites, apps, and services of our group companies. These companies and websites adhere to this Statement and applicable laws regarding the transmission of promotional communications.
- ◇ **Experience Suppliers and Travelers:** We may share personal information of travelers with experience suppliers to facilitate the fulfillment of bookings made through our Services. Similarly, we may share personal information of experience suppliers with travelers, particularly in cases of disputes between the two parties.
- ◇ **Service Providers:** We share information with selected service providers who assist us in facilitating our Services, including transaction processing.
- ◇ **Business Partners:** We may share information about you, your Devices, and your use of our Services with trusted business partners. For instance, we may share information to facilitate payment for services promoted on our partners' websites. However, please note that we do not control the privacy practices of these third-party business partners.
- ◇ **Social Media Sites:** When you choose to share information with third-party social media websites while using our Services, the privacy policies of those social media websites and your privacy settings with them will govern the shared information.
- ◇ **Advertising Networks:** We occasionally collect and share information about your interests with advertising networks and data aggregators. Some of these companies are members of the Network Advertising Initiative or the Digital Advertising Alliance, where you can opt-out of targeted advertising from member companies. To learn more, please visit their respective websites.
- ◇ **Fraud Detection Companies:** Third parties may assist us by providing fraud detection technologies.
- ◇ **Other Third Parties, such as Referring Websites:** Third parties may support us in collecting information by operating certain features of our website or delivering tailored online advertising. We may share audience segments and other information, like hashed email addresses, with third parties for personalized advertising purposes.

These third parties may also provide us with content, contract generation, management, and hosting tools. They only collect or access information necessary to perform their permitted functions and are contractually bound to act solely on our behalf as data processors.

Certain operating system versions on your Device may allow you to opt out of specific types of information sharing, including with certain advertising networks. You can adjust the privacy settings on your Device at any time to disable the collection and sharing of location information. However, please note that turning off location-sharing may impact certain features we offer. If you have questions about the privacy settings on your Device, we recommend contacting the manufacturer or your mobile service provider for assistance.

We may also share your information if we believe, at our sole discretion, that such disclosure is necessary:

- ◇ To comply with legitimate and enforceable subpoenas, court orders, or other legal processes.
- ◇ To establish or exercise our legal rights, defend against legal claims, or as otherwise required by law.
- ◇ To investigate, prevent, or take action regarding illegal or suspected illegal activities, protect and defend the rights, property, or safety of Garflo Inc, our customers, or others, in connection with our Terms of Use and other agreements.
- ◇ In connection with a corporate transaction, such as divestiture, merger, consolidation, asset sale, or in the unlikely event of bankruptcy.

#### 4.- Choices Regarding Information

You have options regarding the processing and use of your information by Garflo Inc. You can access, update, and deactivate your account by visiting the "Profile" section on our website or app. Additionally, you can:

Choose your communication preferences.

Opt not to provide certain information, although it may be required to access specific features on our website.

Prevent the collection of certain geolocation information by disabling location services for our app in your phone's settings. Please note that disabling location sharing may impact certain features of our Services.

Deactivate your account directly from your Profile. However, we may retain some information associated with your account, such as past transactions, for internal purposes such as backups, fraud prevention, dispute resolution, investigations, our legitimate business interests, and legal compliance, for the duration necessary to fulfill the purposes outlined in this Statement.

As a registered user, you can modify your marketing preferences in the Notifications section of the website.

Unsubscribe from promotional messages, including travel-related opportunity emails, by following the instructions provided in any such email we send.

## 5.- Information Regarding Children

Our Services are not intended for children, which we define as follows: (i) Individuals who are 13 years of age or younger, or below the age of privacy consent in your jurisdiction. (ii) Individuals who do not have the legal capacity to enter into contractual agreements when data is processed based on a contract.

We only collect or process information pertaining to children in very limited circumstances. There may be instances where we need to collect personal information from children as part of our Service, such as when the information is necessary for making reservations related to experiences. However, we will only collect personal information from children if it is provided by and with the consent of a parent or guardian. If we become aware that we have processed personal information of a child without valid consent from a parent or guardian, we will promptly delete the information.

## 6- Information Transfers

We provide our Services to users in various jurisdictions. In the event that we transfer your information to other countries, we will utilize and safeguard that information in accordance with this Statement and in compliance with applicable law, with the jurisdiction of Texas governing such transfers

## 7.- Information Security

Garflo Inc, has implemented suitable administrative, technical, and physical security measures to safeguard your information. We strictly authorize specific personnel to access personal information, limited to permitted business functions. Encryption is utilized when transmitting information between your system and ours, as well as between our system and the parties with whom we share information. Firewalls and intrusion detection systems are also employed to prevent unauthorized access to your information. However, it is important to note that we cannot provide an absolute guarantee of information security against unauthorized entry or use, hardware or software failure, or other circumstances beyond our control.

## 8. Information Deletion and Retention

We will retain copies of your information for as long as you maintain your account or as necessary in connection with the purposes set out in this Statement, unless applicable law requires a longer retention period. In addition, we may retain your information for the duration of any period necessary to establish, exercise or defend any legal rights.

## 9.- Cookies

At Garflo Inc., we aim to make your access to our Services as seamless, efficient, and valuable as possible. To achieve this, we utilize cookies and similar technologies to enhance your experience, improve website security, and provide you with relevant advertising.

Cookies are small text files that are automatically placed on your Device when you visit almost any website. These files are stored by your internet browser and contain basic information about your internet usage. Each time you revisit a website, your browser sends the information stored in these cookies back to the website, enabling it to recognize your Device and enhance your experience by offering personalized content. Additionally, we employ other tracking technologies, such as pixels, SDKs, or server logs, that serve a similar purpose. Cookies and tracking technologies also assist in remembering your login details, eliminating the need for repeated entry when using our Services, and helping us understand your preferences.

To provide you with control over your cookie settings, we offer a Cookie Consent Tool. This tool enables you to adjust and personalize your cookie preferences. You can access the Cookie Consent Tool by clicking the "Cookie Consent" link at the bottom of every page and modifying your preferences through our cookie banner. Furthermore, you can manage cookies through your internet browser settings. You have the right to withdraw your consent to cookies at any time by clicking on the "Cookie Consent" link, modifying your preferences, and saving the changes. Within your internet browser settings, you can choose which cookies to accept or reject.

Please note that if you decline certain cookies, your access to certain functionality and areas of our Services may be diminished or restricted.

## 10.- Statement changes

Our use of any information collected through cookies is subject to this Statement, which is accessible on every page of our website.

## 11.- Contact

If you have a data privacy request, such as a request to delete or access your data, please contact our privacy team [websales@thetouragency.com](mailto:websales@thetouragency.com).

## 12. US Disclosures

In addition to the further details outlined in this Statement, we provide the following disclosures in accordance with the laws of Texas:

- We may collect, disclose, and use the following categories of personal information for our business and commercial purposes: Identifiers/Contact Information, transactional information, commercial information, Internet or other electronic network activity information, geolocation, visual and audio information, and inferences drawn from the aforementioned data.
- We may collect the following categories of sensitive personal information: government identification cards, such as driver's licenses, and precise geolocation data.
- These categories of personal information are collected and used for the business and commercial purposes described in Section 2 of this Statement.
- We may disclose each of these categories of personal information for the commercial and business purposes described in this Statement, to the extent permitted by applicable law, to the categories of third parties described in Section 3 of this Statement.
- The sources from which we collect these categories of personal information are described in Section 1 of this Statement.



- We may "sell" or "share" categories of personal information, including Identifiers/Contact Information, Internet or other electronic network activity information, and inferences drawn from the aforementioned data. We may "sell" or "share" these categories of personal information with the categories of third parties described in Section 3 of this Statement. We do so for the commercial or business purposes described in Section 2.

## Texas Privacy Statement

This Texas Privacy Statement is provided in accordance with the laws of Texas. It applies to residents of Texas and supplements our overall Statement with additional disclosures and rights.

### Your Texas Rights

Residents of Texas may have the following rights:

- Access: You may request that we disclose the categories and specific pieces of personal information we have collected about you, the categories of sources from which we collected your personal information, the business or commercial purpose for collecting your personal information, the categories of personal information we have disclosed for a business purpose, any categories of personal information about you that we have sold, the categories of third parties with whom we have disclosed your personal information, and the business or commercial purpose for collecting, selling, or sharing your personal information, if applicable.

- Deletion: You may request that we delete the personal information we maintain about you, subject to certain exceptions. Please refer to our Statement for more detailed information on exceptions to deletion. You can also access, update, and remove your information by visiting the 'Profile' page on our website.

- Correction: You can request that we correct inaccurate personal information we maintain about you.

- Do Not Sell or Share My Personal Information: You may request to opt out of the sale or sharing of your personal information with third parties. To exercise this opt-out, please click on the "Do Not Sell or Share My Personal Information" button at the bottom of the homepage or submit a written request using the contact information provided below. Please note that we, and certain other companies, place tracking technologies such as cookies on our websites, which allow us and those companies to receive information about your activity associated with your browser or Device. We and these companies may use that data to personalize content for you and serve you more relevant ads on our website or others. Please be aware that if you would like to opt out of tracking for behavioral advertising purposes, you may need to adjust your preferences by clicking the "Cookie Consent" link at the bottom of the webpage or utilize opt-out mechanisms recognized by Garflo Inc., such as the Global Privacy Control opt-out preference signal (available in supported browsers or browser extensions). We do not knowingly sell or share the personal information of minors under 16 years of age.

To exercise any of these rights, please contact us via our dedicated privacy portal by clicking [here](#) or in writing at Garflo Inc., 3740 Colony Drive STE 244, San Antonio, Texas, 78230, USA. Please note that we may need to verify your identity or elements of the request to process your request. We will make reasonable efforts to verify your identity, with the specific verification steps varying depending on the sensitivity of the personal information and whether you have an account with us. We may deny certain requests or fulfill a request only in part based on our legal rights and obligations. For example, we may retain personal information as permitted by law, such as for tax or other record-keeping purposes, to maintain an active account, and to process transactions and fulfill customer requests. We respect your privacy and will not discriminate against Texas residents in response to your exercise of privacy rights.